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**Subject: KWIC Manual Backup**

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Effective Date: October 1, 2004

Revised from: KWIC Disaster Plan

**Policy:** Local Agencies must follow these procedures in the event of an emergency situation or a temporary loss of access to KWIC. Incorporate procedures to continue WIC benefits into the local Office Emergency and Business Recovery Plan. An Emergency is defined as any situation that threatens the continuity of Local Agency operations or the safety of its personnel. Emergencies include disasters and states of emergency as declared by the Governor.

The packet of needed materials and resources is to be on file in the clinic and carried as part of all mobile clinics.

**Procedure:**

These procedures are to be used when a clinic is unable to enter data in the KWIC system because of computer or equipment failure, or electricity interruption. In these instances, services can proceed using a manual entry system. Later, when the system is restored, data collected will need to be manually entered into the system. After information is obtained, checks can be printed and mailed to the participant.

The following is the recommended procedure whenever a system failure occurs:

1. **If possible, reschedule any appointments for another day.** This will lessen the data gathering load on staff.
2. Gather the items you need to complete manual certifications:
  - Nutrition Risk Factor Manual (found in the PPM)
  - Food Package Listing (found in the PPM)
  - Income Guidelines (found in the PPM)
  - Growth Charts
  - Prenatal Weight Gain Grid
  - KWIC Manual Backup Form for either child and infant, or women as appropriate
  - Basic Contact Information List (item 10 below)
  - Calculator
  - Notebook or paper for notes
3. The Manual Backup Form is used to complete the following appointment types:
  - Pre-Screen
  - Presume Eligible
  - New Certification
  - Recertification
  - High Risk (RD) Contact
  - Follow-up Contact
  - Second Contact (2C)
  - Mid Certification

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For these appointments, complete the appropriate backup form with the information required for that appointment.

4. If the client/family appears for a low risk nutrition education contact or class, provide the class or reschedule if necessary. Document attendance in the notebook, including information that checks will be mailed. Document the correct address for the family in order to mail checks at a later date. Only one month's worth of WIC checks can be mailed. If possible, schedule the next check pick-up appointment.
5. If the client/family appears only for check pick up, verify and document their correct address in the notebook. Note that checks will be mailed at a later date. Only one month's worth of WIC checks can be mailed. If possible, schedule the next check pick-up appointment.
6. When the system is restored, data collected during the "down time" will need to be manually entered into the system.
7. For each appointment recorded on the backup form:
  - Enter the appointment information into the system. Schedule a check pick-up appointment
  - If appointment or other letters are generated, mail these to the client/family
  - If checks are printed, mail these to the client, with the mailed check letter.
  - Indicate that checks were mailed in the Notes section of the Checks window.
8. For clients who attended a low risk class:
  - Enter the appointment outcome in the appointment book and in No Show Management.
  - If checks are printed, mail these to the client with the mailed check letter.
  - Indicate that checks were mailed in the Notes section of the Checks window.
9. For clients who needed checks only:
  - Print and mail the checks to the client with the mailed check letter.
  - Indicate that checks were mailed in the Notes section of the Checks window.
10. Basic Contact Information is a check list of topics to be addressed during a manual certification.
  - Rights and Responsibilities
  - Voter Registration
  - Importance of Participation in Nutrition Education

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- Orientation with WIC Checks
- WIC Approved Food List
- Authorized Vendors
- Check Pickup Rules
- Next Appointment
- Civil Rights
- Questions or Complaints